

little
red cancer
door agency



Volunteer
Handbook

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A letter from Director and CEO, Fred Duncan

Dear Volunteer,

Welcome to Little Red Door Cancer Agency! We are thrilled that you've decided to volunteer your time with us. Your efforts and contributions are part of what makes Little Red Door so successful at accomplishing our mission, which is to make the most of life and the least of cancer.

You will learn the basic history about Little Red Door during your time volunteering with us, but here are some quick facts for now. The Little Red Door Cancer Agency began in 1945 as the Marion County Cancer Society. Our unusual name came from the building we were originally located in, which was an old Army barracks equipped with a red door. We moved to our current location in 1968 and are continuing to help the uninsured or underinsured citizens of Central Indiana battle cancer every day.

Volunteers are the backbone of any not-for-profit organization, and we are no different. Little Red Door relies heavily on volunteers for tasks such as data assistance, special events, health fairs, reception, and delivery. We are so happy to have you as a member of Little Red Door. We hope that you find your volunteer experience fulfilling and rewarding. Remember, when you help Little Red Door, you're helping people live their lives to the fullest.

Thank you,



Fred Duncan
Director and CEO

Rights and Responsibilities

Volunteers have the right to:	Volunteers are responsible for:
<ul style="list-style-type: none"> ○ Feel safe while participating in all Little Red Door volunteer opportunities ○ Be assigned a meaningful task ○ Feel like a valued member of Little Red Door ○ Be oriented, trained, and supervised during the duration of volunteering ○ Ask questions about your task and seek feedback about your performance ○ Be treated with respect and kindness at all times by all members of Little Red Door ○ Expect that your time will be used efficiently and effectively 	<ul style="list-style-type: none"> ○ Showing up on time for assigned shifts ○ Completing assigned tasks to the best of their abilities ○ Communicating problems or concerns respectfully to a supervising staff member ○ Representing the agency in a positive and professional manner ○ Signing the necessary paperwork BEFORE a volunteer shift begins ○ Following the rules set forth in this handbook ○ Not taking on more work than one can handle ○ Respecting the confidential nature of this work ○ Notifying Little Red Door if one is unable to make their volunteer shift in advance ○ Tracking volunteer hours worked
Little Red Door has the right to:	Little Red Door is responsible for:
<ul style="list-style-type: none"> ○ Perform criminal history checks on all volunteer applicants who have completed the volunteer application ○ Place volunteers in positions that best match their abilities AND what is needed at Little Red Door ○ Change volunteer assignments at any time ○ Cancel volunteer shifts at any time ○ Offer feedback on volunteer performance ○ Terminate volunteers at our discretion 	<ul style="list-style-type: none"> ○ Offering volunteer orientations so that all volunteers can begin their service with a basic level of knowledge about the agency and their responsibilities as a volunteer ○ Identifying volunteer tasks that match each volunteer's skill level ○ Providing adequate training to each volunteer in order to successfully complete assigned tasks ○ Identifying volunteer tasks that are beneficial to the overall work of the agency ○ Notifying volunteers in a timely manner if a volunteer shift/assignment is cancelled ○ Being available to answer volunteer questions about assigned tasks ○ Providing documentation of volunteer hours if requested

Volunteer Position Descriptions

Special Event Staff

Supervisor: Taylor Willy

Responsibilities may include preparation, tear-down, greeting and navigating guests during, and after our major annual events such as Cancer Survivors Day, Face of Hope Breakfast, and Camp Little Red Door Golf Tournament. There will be opportunities to work tables at health fairs and share information on the services provided by Little Red Door. Other special event opportunities include helping with third party events like The Yellow Party (Racing for Cancer), Crawl for Cancer, Shamrock 5K, etc. **Availability varies based on event.**

Garden Club

Supervisor: Tina Jacob

Responsibilities may include planting seeds, harvesting fruits and vegetables, and maintaining beds by pulling weeds and dead plants. Interaction with clients is available through Garden Club by helping plan educational sessions about nutrition hosted during our Door to Wellness program on Tuesdays. **Weekdays**

Delivering Hope Driver

Supervisor: Dawn Drinkut

Responsibilities may include picking up nutritional supplements, medical supplies, and/or durable medical goods at the Agency, delivering them to home bound clients throughout Marion county as needed, and completing follow-up paperwork to indicate the deliveries that were made. **Tuesdays-Fridays**

Door to Wellness Concierge

Supervisor: Amanda Wolfe

Responsibilities may include greeting and directing clients and other visitors, assist in monitoring the program, and assist with paperwork including but not limited to copying, updating forms, and conducting surveys. Volunteers may be asked to lead programming and maintain the flow of programming during the day. **Monday-Thursdays**

Skills-Based Volunteering

According to the Corporation for National and Community Service, *Skilled* or *pro bono* volunteering refers to companies and individuals volunteering their professional skills to assist nonprofit organization in creating or improving business practices.

Below is a list of the professional skills we may be able to utilize at Little Red Door Cancer Agency:

Accounting	Advocacy/Lobbying	Blogging
Carpentry	Clerical	Communications
Community Organizing	Computer Hardware	Cooking/Nutrition
Copywriting	Cosmetology	Crafting
Data Analysis/Statistics	Editing	Electrical Engineering
Event Planning	Financial Planning/Management	Foreign Languages
Fundraising	Grant Writing	Graphic Design
Health/Medical Experience	IT Experience	Journalism
Leadership/Management	Legal/Law Experience	Legislation/Policy
Marketing/Public Relations	Mediation/Conflict Resolution	Outdoor Activities
Photography	Plumbing	Public Speaking
Research	Sign Language	Social Media/Networking
Strategic Planning	Teaching	Translation
Videography	Volunteer Management	Web Development

If you possess any of these professional skills, please consider letting your Supervisor or the Volunteer Coordinator know so that they may be able to utilize these skills to their greatest advantage.

Volunteer Policies and Procedures

Service requirement

Volunteers should aim for a MINIMUM of twelve (12) hours of service over a 12-month period.

Training

Volunteers will receive training based on the type of job they are doing. Individuals doing special events will receive individualized training on the day of the event. Individuals selecting Door to Wellness or Delivering Hope Drivers will receive a more formal training with the Volunteer Manager to help better prepare them for their tasks.

Attendance and Time

Volunteer attendance is crucial to the operations of Little Red Door and to the success of its programs, and volunteers must be dependable and punctual. Volunteers **must notify** their Supervisor in advance if they are unable to be present for their scheduled shift. It is preferable that the volunteer give absence notification at least 24 hours in advance to allow adequate time for a replacement to be found. If a volunteer is going to be more than fifteen (15) minutes late for a volunteer shift, he/she should make every effort to notify their Agency contact as soon as possible.

Dress Code

Volunteers are representatives of Little Red Door and are responsible for presenting a positive image to clients and visitors through dress, grooming and personal hygiene. Volunteers must dress appropriately for the conditions and performance of their duties.

- ★ When working in the office on administrative tasks, business casual attire is appropriate.
- ★ If assigned duties require cleaning and/or lifting, safe, comfortable clothing and shoes is recommended.
- ★ When volunteering at a health fair, a nice pair of jeans and a red shirt is appropriate.
- ★ If you have any questions on attire, please contact your Supervisor.

Parking

Volunteers are allowed to park in any spaces available to the public. Any details about event parking or parking passes for special events such as the State Fair will be provided prior to the event.

Grievance

Should you have a grievance with your volunteer experiences, please feel free to contact the Volunteer Coordinator. Little Red Door Cancer Agency values the help of all volunteers and hopes to provide a welcoming atmosphere and positive experience.

Drug and Alcohol Policy

It is Little Red Door Cancer Agency's desire to provide a drug-free, healthy, and safe workplace. To promote this goal, all employees, volunteers, and other individuals who perform work or tasks for the Agency are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on our premises and while conducting Agency-related activities off premises, no employee, volunteer, or other representatives of the Agency may use, possess, distribute, sell, or be under the influence of illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee, volunteer or other individual's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Violation of this policy will result in disciplinary action, up to and including discharge.

Tobacco Policy

No tobacco product (combustible, smokeless, e-cigarette, etc.) use is permitted in the Little Red Door Cancer Agency offices, garage, staff vehicles, anywhere on Agency property, or by any employee or volunteer while performing Agency-related activities off premises. All tobacco waste must be disposed of properly and should never litter Little Red Door property.

Social Media

To protect Agency interests, volunteers must adhere to the rules set forth by Little Red Door Cancer Agency concerning social media. Volunteers may not post on any social media sites during their shift or with Agency equipment or property, unless it is relevant to their position. All rules regarding confidential information apply in full to social media websites. Any information that cannot be disclosed through a conversation, a note, or an email also cannot be disclosed on any social media site. If volunteers mention Little Red Door Cancer Agency on a social media site and also express a political opinion or an opinion regarding the Agency's actions, the poster must specifically note that the opinion is not the Agency's position. This is necessary to preserve the Agency's goodwill in the marketplace and the community.

Staff List

Fred Duncan – Director & CEO

Ellie Fields- Executive Assistant

Angela Modglin – Controller

Nick Duvall – VP Development & Communications

Amanda Wolfe – Director of Client Services

Tiffany Kerrigan – Director of Education and Outreach

Patrick Louderback –Data Management Specialist

Andrew Weller- Grant Officer

Taylor Willy – Development Specialist

Carly Stunda – Media & Communications Coordinator

Jordyn Tichenor- Service Enrollment Specialist

Cynthia Aragon – Client Navigator

Dawn Drinkut – Client Navigator

Kara Biro – Client Navigator

Andrea Hill- Administrative Assistant

Tina Jacob – Health Education and Volunteer Manager

Phone: (317) 805-1081

Fax: (317) 925-5597

Email: tjacob@littlreddoor.org

1801 N. Meridian St.

Indianapolis, IN 46202

Please contact Tina if you have any comments, questions, or concerns about volunteering with Little Red Door Cancer Agency.

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Waiver of Responsibility

Whereas, it is hereby understood that the undersigned acknowledges and agrees that he or she is aware of the potential risks involved in participating in volunteer activities on behalf of Little Red Door Cancer Agency. Whereas, it is further understood that the undersigned exempts and releases Little Red Door Cancer Agency, its officers, agents, servants, and employees from any and all liability claims, demands or actions or causes of action whatsoever arising out of participation in volunteer activities on behalf of Little Red Door Cancer Agency.

I understand that my initials below indicates that I have read and understood the above statements

Volunteer's Initials: _____

Volunteer Handbook Acknowledgement Form

This volunteer handbook is an important document intended to help you become acquainted with Little Red Door Cancer Agency. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention. Because volunteer opportunities may change, the content of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of Little Red Door Cancer Agency. Please read the following statements and sign below to indicate your receipt and acknowledgement of the volunteer handbook.

I have received and read a copy of Little Red Door Cancer Agency's volunteer handbook. I understand that the policies, rules, and procedures described in it are subject to change at the sole discretion of Little Red Door Cancer Agency at any time.

I understand that my initials below indicates that I have read and understood the above statements

Volunteer's Initials: _____

Volunteer Confidentiality Agreement

The nature of our work at Little Red Door Cancer Agency requires that we come into contact with numerous people and communications that contain very personal and confidential information. Information that you gain from volunteering at Little Red Door Cancer Agency including, but not limited to, medical information, donor names, donor amounts, addresses, telephone numbers, and email addresses of supporters, staff, volunteers, grantees, and board members must be kept strictly confidential. Written or verbal client information is protected under the Health Insurance Portability and Accountability Act (HIPPA) of 1996.

All information whether verbal, written, or computerized, concerning clients and their families will be held in strictest confidence and shared only within the agency to the degree necessary to perform the task at hand. This includes medical, personal, social, financial, and psychological information.

I understand that my signature below attests that I have read this confidentiality agreement, and that compliance with this policy is a condition of my participation of the Little Red Door Cancer Agency volunteer program. I understand that any failure to maintain confidentiality will result in the termination of my volunteer relationship with the agency, or other corrective action.

Volunteer's Initials: _____

Photographic Release Form

I give my permission to use an image of me, either alone or in a group, on the Little Red Door Cancer Agency's print, visual, or electronic media.

I understand that my signature below indicates that I have read and understood the above statement.

Volunteer's Printed Name: _____

Volunteer's Signature: _____

Date: _____